



Meeting Minutes

Morris • Sussex • Warren Workforce Investment Board

Open Meeting

Date: January 31, 2013

Location: The Lackland Center at Centenary College

IN ATTENDANCE:

Members

Marie Betlow (Prime Time Personnel), Anne Marie Brown (Sodexo Senior Services), Mary Emilius (United Way of Northern New Jersey), Ann Marie Flake (Saint Clare's Health System), David Hollowell (D & D Associates, **WIB Chair**), Carol Hults (Highlands State Bank), Karen Kubert (Warren County Department of Human Services), Rosalie Lamonte (Morris, Sussex and Warren County Schools), Terry Newhard (NORWESCAP), Carol Novrit (Sussex County Division of Social Services and Skylands Ride), Frank Pinto (Morris County Department of Human Services).

Guests

Andrea Argila (Project Self-Sufficiency), Rosa Chilquillo (Morristown Neighborhood House), Stacy Crosson (Sussex County Technical School), Tammy D'Alto (NJ Department of Labor & Workforce Development), Sandra Edwards (Edwards Learning Center), John Ehret (NJ Department of Labor & Workforce Development), Sue Ennis (Manpower), Ray Gara (Warren County Technical School), Kirsten Giardi (NJ Department of Labor & Workforce Development), Sean Hendricks (NJ Department of Labor & Workforce Development), Donald Hogan (NJ Department of Labor & Workforce Development), Carl Jablonski (Dover One-Stop Career Center), Lisa McCool (Phillipsburg One-Stop Career Center), Dennis Mudrick (Sussex County Board of Chosen Freeholders), Jason Sarnoski (Warren County Board of Chosen Freeholders), Brandon Schoonover (NJ Department of Labor & Workforce Development), Richard Serrano (NJ Department of Labor & Workforce Development), Gabrielle Spano (Manpower), Martie Telepo (Manpower).

Staff

Jack Patten (**WIB Director**), Sallie Sullivan (Secretary to the WIB Director), Donna Buchanan (Acting Director of Employment & Training Services [ETS]), Marin Regenthal (Secretary to the ETS Director).

ABSENT:

Members

William Austin, Paul Boudreau, Tammy Case, George Chando, James Dufford, Kenneth Edwards, David File, David Fiore, Robert Glowacky, James Graham, George Krevet, Stephen Matthaey, Paul Mazur, Scott McGill, Don Meng, Scott Moffitt, Kevin O'Donnell, Robert Peabody, Ed Rebholz, Peter Rizzo, Steve Sitek, Mary Tucker, Ed Yaw.

Prior to the January 31, 2013 Open Meeting, the following documents were posted on the WIB website (www.mswwib.org) for review: September 27, 2012 Open Meeting minutes; October 3, 2012 Disability Committee minutes; November 15, 2012 Youth Investment Council minutes; December 10, 2012 Executive Committee minutes; WIB Director Report; and, One-Stop Operator Report.

The October 31, 2012 Literacy Committee and November 13, 2012 One-Stop Career Center Committee meetings were cancelled due to Hurricane Sandy. The Oversight Committee electronically reviews budget, performance and monitoring reports monthly. Documents shared with the Oversight Committee were available at the Open Meeting.

Committee Discussions

At 9:00 a.m., WIB members and guests visited committee stations and conferred with the chairs and staff on committee and other WIB issues. The attendees took the opportunity to network with each other and WIB committee chairs, WIB Chair David Hollowell, WIB Director Jack Patten and Acting Director of Employment & Training Services Donna Buchanan.

WIB Business Meeting

Meeting Opening Remarks

At 9:26 a.m., WIB Chair David Hollowell opened the meeting by reading the Public Meeting Notice and welcoming everyone to the meeting. He spoke of the new format for the WIB meeting, which was modified to encourage business sector participation and garner further labor market information. After the attendees introduced themselves, Chair Hollowell thanked Sussex County Freeholder Dennis Mudrick, Warren County Freeholder Director Jason Sarnoski, and Kirsten Giardi of the State Employment & Training Commission for coming to the meeting.

Old Business

None

New Business

Jack Patten reported that during January 2013, the WIB voted electronically to approve the sixth youth barrier. He remarked that there are five standard youth barriers for entering into Workforce Investment Act funded youth programs, and New Jersey WIBs have been strongly urged to adopt a sixth youth barrier by the U.S. Department of Labor, NJ Department of Labor & Workforce Development, and NJ State Employment & Training Commission. Jack was therefore pleased to say for the record and for the minutes that the Morris-Sussex-Warren WIB has adopted the sixth barrier, which is, "An individual (including a youth with a disability) who requires additional assistance to complete an educational program, or to secure and hold employment."

Karen Kubert asked Jack if he would explain why some of the youth money had to be turned back to the state. Jack said the youth allocation had more than doubled since 2008, and noted the Morris-Sussex-Warren WIB shares two major challenges in youth programs with other WIBs around New Jersey, and to a certain extent around the country. They are:

1. **Getting Training Providers** - The Workforce Investment Act requires that each training provider provide access to ten elements of youth programs. The only agencies or entities able to do that are multi-service social service programs. Stand-alone programs and schools find it too difficult due to the requirements. Jack noted that Karen hooked them up with an interested party a few weeks ago, but they have not replied. He said the last time it went to a Request for Proposal (RFP), they received letters of complaint about the requirements being too onerous and undeliverable. Also, it's not a money maker for the programs - they're paid

somewhere between \$3,000 and \$4,000 per eligible youth.

2. **Difficulty Recruiting Youth and Getting Documentation** – Jack continued to say that it's difficult to recruit youth and doubly difficult to get documentation for their eligibility. The saying within Employment & Training is that the kids who need the program can't get in because they can't produce the documentation. Jack noted they have had extensive serious, probing discussions with the U.S. Department of Labor on changing youth eligibility and the requirements for youth program provision. Last year, \$300,000 had to be given back. This year, the youth allocation is \$884,304. Of that, between \$350,000 and \$400,000 will probably have to be given back. Jack said that's not something that they like to do. They pride themselves on spending all the money every year, but this is a situation where the match between the provider and eligible youth isn't there.

Jack said an RFP on youth will be issued in the near future, and will be posted on the WIB website. He asked that all spread the word, and said new respondents would be especially welcome.

Chair Hollowell asked for any other new business to be shared.

Carol Novrit reported that, through a generous grant, Sussex County has been able to expand transportation through Saturdays. This program, along with the Freedom Run that goes out of the county, is especially helpful to Sussex County residents who are seeking transportation to work.

Frank Pinto said Morris County is still in the health care business, and still owns a county nursing home. Chair Hollowell said he has been to the Morris View Healthcare Center many times and it is an excellent facility.

Terry Newhard reminded the attendees that many people in America live in poverty, and many of them work.

Mary Emilius said United Way merged a couple of years ago and has been working on a strategic plan. The three pillars of their work are education, income and health. Under the income pillar, the number one strategy is strategic planning. The United Way of Northern New Jersey will be investing in strategies to help people understand what kind of jobs they need to sustain their family, get the training for those jobs, find those jobs, and stay in those jobs. They have also just opened a women's leadership program at Centenary College for displaced homemakers.

Meeting Topics

Labor Market Discussion

WIB Director Jack Patten noted that there are many legal requirements for WIB member participation. These include meeting attendance, and in some cases, serving on committees. However, the overall purpose of the WIB is to advise Morris-Sussex-Warren Employment & Training Services (ETS) on the state of the area labor market and what training programs best meet the needs of business. He mentioned that the Open Meeting was restructured so that there would be a vital discussion about the labor market, and that today's meeting was the third one using the new format. He asked that members share their data, direct experience and networking results.

Marie Betlow of Prime Time Personnel mentioned the discussion on the emphasis on technology at the last WIB Open Meeting in September. She noted that a term that comes up a lot is "big data," which deals with how people run their businesses, how they can do things better, and what is happening with competitive analysis. Some related jobs that she mentioned were master data maintainer and cyber security.

She also shared that some "hot" jobs for this decade include: dentist, registered nurse, computer systems analyst, physician, database administrator, software developer, physical therapist, web

developer and dental hygienist. Marie reported that in terms of training, dental hygienist and dental assistant come to mind. She also mentioned that many positions are geared around S.T.E.M. (Science, Technology, Engineering and Math). Her examples for science included bio technology, nano technology, and clinical research; for engineering, she mentioned environmental engineering; and for math she mentioned bio statistician.

Marie told the group that the fairly new term "purple collar" is given to men who are taking positions once filled primarily by women. A few examples were dental hygienist, nurse, and nurse assistant. She said they're encouraging men to become dental hygienists, which is a booming industry and expected to see well over 20% growth.

Carl Jablonski noted he sees graduating RNs who can't get a job because they have no experience. Marie shared that she has been seeing nurses work in corporate settings, such as the pharmaceutical and insurance industries. She also noted that some work as patient support advocates, using their medical capabilities to provide assistance over the phone. They can also work in medical office settings as nurse practitioners and physician assistants.

Kirsten Giardi of the NJ State Employment & Training Commission asked if there were any internships for RNs in the area hospitals. Ann Marie Flake said St. Clare's Health System does do this.

Terry Newhard said Warren County Community College has a Health Pathways grant to train healthcare professions, and is training nurses and other medical personnel. Jack affirmed that ETS is a partner in the grant and is providing eligibility determination for potential grant participants.

Carol Hults of Highlands State Bank said that, due to Internet technology, more bank branches will probably shut down in the future. At this time, she said she sees mortgage divisions being opened. However, the criteria to become an underwriter are so strict that they're having a hard time finding them. She also spoke about the difficulties they experience during job interviews. They see people come in looking for a job who know nothing about the business or how many branches they have, and who have no interviewing skills. She noted that basic interviewing skills and an expression of interest in the company might help a person get the job.

Jack said that typically all of the occupational training providers have part of the curriculum that will address that. He agreed that, along with other soft skills, interviewing skills are not what they should be, and said there is not the recognition on the part of the jobseekers of how important these skills are.

Carol also mentioned that Fannie Mae and other related skills were in short supply. Jack posited the possibility of structuring an On-the-Job training around that.

Carl said the New Jersey Department of Labor has Jersey Job Clubs at One-Stop Career Centers. The job clubs emphasize work on interviewing and resumes at the One-Stop Career Centers. He also mentioned that they are working with the Talent Networks, seven key industries which employ more than half of New Jersey workers and pay more than two-thirds of wages in the state. Representatives from those industries come to the job groups and talk about what is happening in their industries.

Anne Marie Brown of Sodexo Senior Services said they hire for blue collar jobs, so their needs were more basic in terms of people coming in to interviews and how they were going to get to the facility. Their potential employees often don't drive and there aren't many opportunities for public transportation to the Morris View Healthcare Center.

In addition, physicals are mandatory before starting and they often are unable to lay out the money to get a physical. This is a huge issue for Sodexo; because it's a healthcare environment, it's mandatory that workers have a physical before they start working. Often the people applying for a job go so far, then suddenly disappear. Sodexo has recently come to the realization that this

happens when the job offer has been made and the person is now required to get the physical. People who are not working and don't have benefits don't have the money to get a physical. Sodexo is in the process of contracting with a provider to take care of this part. Two possibilities would be: 1) Sodexo pays half the cost of the physical, and 2) Sodexo pays for the physical and the job applicant reimburses them afterwards.

Jack asked John Ehret, Labor Market Analyst for the NJ Department of Labor and Workforce Development (LWD), to share his insights with the group, noting that John recognizes the WIB's interest in the details of the labor market. Things that have appeared trivial at first have later proven to be valuable indicators of changes in the labor market and needs.

John said that over the five year trend 2006 to 2011, the labor force in the Morris, Sussex, Warren area has come down 7/10 of a percent. In 2007, there were approximately 804,000 employees in the New Jersey labor force. That number went down to about 760,000 in 2010, then up to about 763,000 in 2011.

John shared a number of statistics and examples for Morris County, which has experienced the most growth recently:

- The Morris County population in 2011 was 494,600.
- Over the last decade or so, the 65 and older group went up 28.2%.
- As the population is aging, he related medical services are needed.
- Employment trends indicate that Leisure and Hospitality, Education and Health Care Services are on the rise.
- Although manufacturing has declined by 14.2% in Morris County, it went down 21% in the state during the same period.
- Manufacturing has held up fairly well in Morris County because of the pharmaceutical industry.
- Morris County should gain 24,800 non-Pharma jobs between 2010 and 2020. That should be the third highest county in the state as far as jobs.

Jack asked Martie Telepo of Manpower to share information with the group, noting that Manpower does its own labor market data gathering and dissemination.

Martie reported that for the past 50 years they have been doing the Manpower Outlook survey to keep track of the national and local labor market. She said the New Jersey market service area has seen a hiring increase of only 3%, while nationally there was an uptick of about 6%. However, she was pleased to report that New Jersey is getting ahead of that 3% as of the end of January. She also mentioned that Manpower is happy to be participating in the new initiatives to maintain a 7% workforce for individuals with disabilities.

She said when they have asked companies why they're not hiring as much at the present time, the most common answers were fears of the "fiscal cliff" and worries about providing health care.

Martie said the areas of increased activity that they see include skills such as IT and engineering. In fact, they're finding it difficult to find individuals who have certain specialties. At the same time, they're seeing people from other states who are willing to relocate to New Jersey on their own dime in order to work for large companies like Exxon and DSM.

Martie said folks need to focus on career paths more and not to just expect the traditional career path. They need help to understand what all those doors are and what they can lead to. More positions are being phased out and a lot of consolidation is going on.

All in all, she felt 2013 has had a great start nationally, better than what they had anticipated.

Presentation - Jobs4Jersey

Sean Hendrick, Business Representative for the NJ Department of Labor and Workforce Development, gave an overview of Jobs4Jersey.

Sean explained the many features of OnRamp, the search engine for the Jobs4Jersey initiative, with a demonstration of the simple, step-by-step instructions.

For employers, this tool helps find qualified candidates, reduces recruiting time, and filters searches by the skills being sought. Since it has been up, 174,000+ jobseekers have posted their resumes on OnRamp. Jobseekers can create a new resume or enhance their existing one, search jobs by the posted job or a keyword, build and save customized searches, and use keywords to find alternate job titles they might not have considered. Sean said that, in the last 80 days, 88,000 jobs were listed in the system. Jobseekers can search without putting in a resume; however, registered users will receive job matches when they come up.

When the possibility of continuing to receive mail alerts after a job has been filled was brought up, Donna Buchanan noted that person could unsubscribe. Gabby Spano asked about the possibility of calling people in the system and finding they already have a job and just haven't been taken off the system yet. Carl Jablonski said the NJ Department of Labor and Workforce Development is hoping to get the Unemployment system to work with this.

After Terry Newhard asked if someone would be able to come to NORWESCAP to train his staff on Jobs4Jersey, Sean said he'd be glad to come out.

Chair Hollowell called for a motion to adjourn. Mary Emilius made the motion, it was seconded, and the meeting was adjourned at 10:35 a.m.